

The rules of accommodation and use of hotel services of Hotel "Polustrovo"

Welcome, Dear Guest!

The hotel staff will do our best to make your stay with us enjoyable and comfortable. We offer for your attention brief information about our hotel and the accommodation rules.

1. Our hotel is located at: 195197, St. Petersburg, 115 A, Metallistov Avenue
 2. We work for you-24 hours and all year round, without weekends and breaks.
 3. The procedure and conditions of the hotel services booking:
 - 3.1. For your convenience we suggest you to make bookings in advance by telephone, fax or e-mail.
 - 3.2. The hotel is pleased to offer you the following types of bookings:
 - Not guaranteed booking - is active until 18.00 on the planned arrival date, after this time, the booking may be cancelled and you will be provided with a room if there is any available; you can change or cancel not guaranteed reservation at any time;
 - Guaranteed booking - the room will be waiting for you until the checkout time of the day following the day of the planned arrival. In case of late booking cancelling, late arrival or no-show, you (or the Customer) will be charged for actual unoccupied period, but for no more than 24 hours. If you are late for more than 24 hours, the guaranteed booking is cancelled.
- * The Customer is an individual or a legal person, which has ordered and paid for the services in accordance with the hotel services agreement concluded with the Hotel in favor of a guest.
- 3.3. For booking by means of electronic communication, you can use the online booking form on the website www.hotel-polustrovo.ru or e-mail to tour@hotel-polustrovo.ru a properly made request that goes to the Booking Department. It is also possible to send the request form to number/fax (812) 708-03-73.
 - 3.4. Please indicate in the request the following information:
 - date and time of arrival and departure of the guest/guests
 - category and number of rooms
 - the number of guests staying in the room
 - Name And Surname Of The Guest/Guests
 - type of booking
 - method of payment (cash., bank transfer., credit card payment.)
 - list of additional services booked in advance
 - comments, suggestions or additional comments
 - contact details (telephone, fax, e-mail)
 - requisites of the enterprise (for legal entities)
 - the way of receiving notification about the booking (e-mail or phone)
 - 3.5. Within 24 hours from the receipt of the request we will send you a confirmation notice by e-mail or by phone.
 - 3.6. The guests are entitled to cancel the booking in case there is a change in their plans (cancellation). The cancellation of the guaranteed reservation without penalty is possible not later than 24 hours before the arrival date (i.e. up to 12:00 hours of the day preceding the date specified in the booking) in writing to the address tour@hotel-polustrovo.ru, or by telephone/fax (812) 708-03-73. In the case there is a separate agreement the cancellation policies apply in accordance with this agreement.
 4. The Guest may choose a category of the room, when the booking is made or when he pays for the stay at the reception desk without the advanced booking. The choice of the specific room of this category is done by the Accommodation Department of the hotel taking into account the wishes of the Guest.
 5. The check-in is done based on the passport, military ticket, identification cards, other document stipulated by current legislation of the Russian Federation issued in accordance with the established procedure and confirming the identity of the Guest. The check-in of minors aged under 14 years, is carried out on the basis of the identity documents of their parents (adoptive parents, guardians) or close relatives accompanying the person (s), and the document certifying the authority of the accompanying person (s), as well as the birth certificates of those minors.
 6. The hotel's checkout time is 12:00 a.m. of the current day local time. Check-in time is 2.00 p.m. Check in before 2.00 p.m. is an early check-in and is possible only if there are rooms available. The guest must vacate the room not later than 12.00

a.m. on the day of departure. In case of delay of departure after the checkout time for more than 6 hours an hourly fee is charged. For delay from 6 to 12 hours after the checkout time the payment for half of a day is charged. For delay from 12 to 24 hours after the checkout time the payment for the whole day is charged. The stays less than a day (24 hours) will be charged per a day, regardless of the checkout time. The payment for the early check-in is carried out in accordance with "Rules of providing hotel services" approved by the RF Government Decree No. 1085 as of 09.10.2015

7. The payment for the services of the hotel "Polustrovo" is carried out in accordance with the price list approved by the General Director of the hotel. The Price list is placed at the reception desk, as well as at the hotel's website: www.hotel-polustrovo.ru. The payment for the services is made in Russian rubles. The following payment methods are possible: in cash, by bank transfer to the Hotel's account or using the (credit) card.
8. In case of payment in cash or using a (credit) card the guest gets the receipt immediately after the payment and the invoice upon the checkout. Upon the checkout the guest is obliged to make full payment for the services rendered.
9. The children up to 6 years stay free of charge when no additional bed is provided.
10. The guests of the customer can stay in the customer's room during the period from 8-00 a.m. to 11-00 p.m, after providing the identity document to the hotel receptionist. The persons remaining in the room after 11.00 p.m. must register as the guests and pay for their accommodation in accordance with the approved tariffs.
11. The hotel offers free of charge:
 - ambulance emergency call, calls to other special services;
 - taxi call;
 - first aid kit use;
 - correspondence delivery to the Guest's room;
 - wake up call;
 - boiled water, needles, threads, one set of dishes and cutlery;
 - information about the city;
 - luggage storage on check-in and checkout day;
 - bicycle rental, use of the gym and some other services (full details are available at the reception stand).
12. The buffet breakfasts are served in the restaurant "Russky" located at the ground floor of the hotel daily from 07.00 a.m. until 11.00 a.m. The breakfast is included in the room rate. On the client's request the breakfast can be excluded from the room rate with a proportionate decrease in the room rate according to annex №1 to these regulations.
13. After the check-in the guest is given a room key, guest card, breakfast vouchers. The client should have breakfast vouchers when visiting the restaurant. In case the room key is lost the guest must immediately inform the receptionist about it. Since the moment of the keys loss and until the message about this is received by the hotel concierge, the hotel is not responsible for belongings of the client left in the room. After the message about the key loss is received by hotel concierge the client can get a new key at the hotel reception (the penalty for key loss is 100 rubles). We kindly ask you for the safety and security of personal belongings do not leave your guests in the room in your absence and do not give anybody your key room and guest card. Before the checkout the chambermaid should check the room and key of the room should be given to the receptionist.
14. The following categories of clients are provided with the rooms, if available, out of turn:
 - The Heroes of the Soviet Union and the Russian Federation, and the Full Companions of the Order of Glory;
 - The participants of the Great patriotic war;
 - The disabled persons of group I, II, III and persons accompanying them.
15. The hotel has the right to refuse to check-in some persons in case:
 - they have no identity documents or document certifying the authority of the person accompanying the minor.
 - they do not agree to the rules of accommodation in the hotel
 - they are under the influence of alcohol/drugs or otherwise disturb the public order.
16. Please use the property and equipment of the hotel with care:
 - Please comply with fire safety rules (annex 2 to this Regulation);
 - Please do not forget to close the taps after use, when leaving the rooms please close the windows, turn off the lights, tv and lock the room;
 - Immediately inform the hotel receptionist upon detection of loss of the personal belongings from the room in order to initiate the search.

To help ensure a safe and comfortable stay for our guests, the Hotel has developed a set of the following Regulations:

- **Please do not smoke in the Hotel. The Hotel Administration reserve the right to demand a fine in the amount of 5,000 rubles.**
- **Please do not bring or use flammable items, such as heating equipment, cooking equipment, or irons into the Hotel. The Hotel Administration reserve the right to demand a fine in the amount of 5,000 rubles.**
- **Please do not sit on the windowsills and throw out any objects from the windows. The Hotel Administration reserve the right to demand a fine in the amount of 3,000 rubles.**
- **Please do use toilet to relieve yourself. Please do not wash yourself outside a shower cabin/bathtub. The Hotel Administration reserve the right to demand a fine in the amount of 3,000 rubles.**

- **Please do not dry clothes outside the bathroom. The Hotel Administration reserve the right to demand a fine in the amount of 3,000 rubles.**
- **Please do not take out furniture, televisions, interior items, bedding, towels and other property of the Hotel. The Hotel Administration reserve the right to demand a fine in the amount of 3,000 rubles.**
- **When leaving the room, please turn off water taps, switch off the light and / or electrical appliances. The Hotel Administration reserve the right to demand a fine in the amount of 3,000 rubles.**
- **Please be quiet at night from 11 pm till 7 am (Moscow Time).**
- **Please do not bring, store or use weapons, inflammable or combustible items in the Hotel.**
- **Children under 18 years of age are prohibited to bring or drink alcoholic beverages in the Hotel.**
- **Please do not bring illicit items into the Hotel including narcotic and psychotropic drugs (except for drugs used by the Guest as prescribed by the attending physician).**
- **Do not commit unlawful acts, both in relation to the employees of the Hotel, and other residents and visitors of the Hotel, as well as their property.**
- **Do not leave minors unaccompanied. Do not let accompanied minors damage the property of the Hotel, including elevator cabins, furniture and televisions in rooms and lobbies. Ensure that they do not cause trouble to other residents and visitors of the Hotel.**
- **Do not carry out public events (dancing, training, games, etc.) in the lobbies and other public areas without a permission of the Hotel Administration.**

17. In case of loss or damage to the property of the hotel, the guest is obliged to pay damages according to the current "price list of the hotel property damage», approved by the General Director of the hotel.

18. Pets are allowed only with the permission of the administration of the hotel.

The necessary conditions for the stay with the animals are:

- the absence of a blunt threat to life, health and comfort of wider public (big animals (higher than 35 cm. at the withers and weighing more than 10 kg, fighting dogs, poisonous insects and reptiles, fractious animals, making loud noises, etc.);
- the necessary documents for the animal and certificates of vaccination;
- having a stock box for carrying the animal, as well as devices for toilet and feeding.

Never leave a pet unattended in your room. It's not allowed to walk the pets in the public areas of the Hotel and surrounding area, only in the stock box.

Do not use towels as well as bed sheets and other bedding for washing the animal.

After the check-in with a pet a guest must pay a deposit of 1000 (one thousand) rubles as a guarantee of compensation for possible damage to the hotel property. If there is no damage the deposit will be returned upon checkout.

In case there is a damage to the hotel property done by the pets, compensation (dry cleaning rooms, upholstery repair, etc.) is carried out at the expense of the owner of the pet. In case there is a damage to the hotel property done by the pets and this damage is larger than the size of the deposit, the owner of the animal is liable for actual damages in full.

The cost of an extra bed (excl. breakfast) in accordance with the annex 1 to this regulation will be charged for accommodation with a pet in the room.

19. The Guests are aware and have no objections to the fact that there is a video surveillance system in the hotel (except for hotel rooms and bathroom stalls) .

20. In case of non-compliance with the above stated requirements of these regulations by the Guest the Administration of the hotel has the right to stop the accommodation of such a client immediately.

21. In case the guest has not checked out, nor extended his stay and is absent without any possibility to quickly communicate with him, the hotel has the right to appoint a committee to do an inventory of the belongings left in the room by the missing Guest and vacate the room. All the belongings found in the room are registered as lost things and placed in a storage room until they are demanded. The period of storage of such belongings (except food) is not limited.

22. The book of comments and suggestions is at the reception and is provided immediately upon the demand of the guest. The suggestions and complaints of the guest are dealt with immediately by the Hotel administration.

23. The rules for the use of additional services (both paid and free) are an integral part of these rules and their compliance is mandatory for all the guests.

Annex No. 2

FIRE SAFETY RULES

1. After the check-in please refer to the evacuation plan.
2. Do not use open-flame source (candles, lighters, etc.).
3. Do not smoke.
4. When leaving the room please switch off all electrical appliances.

5. Do not cover switched on floor-lamps, pin-up lamps and table lamps with flammable materials.

6. The use of pyrotechnic products in the hotel and the adjoining territory is strictly prohibited.

In the event of a fire in your room:

-Immediately report the incident to the Fire Department by calling "9-01", and the representative of the administration by phone. 1111 or 1118. If you are unable to extinguish the fire on your own, exit the room and close door without locking it.

-Leave the dangerous area and follow the instructions of the administration or fire brigade.

In the event of a fire outside of your room:

-Immediately report the incident to the Fire Department by calling "9-01", and the representative of the administration by phone. 1111 or 1118.

-Close the windows and doors, leave your room and then exit the building.

-If the corridors and stairwells are heavily smoke-logged

and you can not leave your room, stay in your room and open the window wide open. The well closed door can protect you from dangerous temperature for a long time. To avoid smoke poisoning close the cracks and vents with water soaked towels and bedding.

-Try to inform the administration on the phone about your whereabouts.

- Upon the arrival of firefighters to the incident scene go to the window and call for help.